

Definition of Terms

- A. Maintenance refers to those preventive, diagnostic, updating, replacement, and repair procedures that a district has in place. Maintenance can be provided either by persons who are part of the school system or through outsourced providers. Specific maintenance items might include:
1. Periodic replacement of parts and renewal of consumable supplies
 2. Repair or replacement of faulty components
 3. Periodic inspection and cleaning of equipment
 4. Updating or upgrading hardware and software, including installing new operating system versions
 5. Adding or deleting users from a system, or modifying user rights and properties
 6. Periodic backup of stored files on a school network
 7. Monitoring the condition and functionality of networks and equipment, including testing web site accesses and links
 8. Installing and removing equipment and applications
- B. Support refers to actions taken on behalf of users rather than to actions taken on equipment and systems. Support denotes activities that keep users working or help users improve the ways they work. Included under support might be such items as:
1. Help desks and other forms of putting a person in touch with the resources to resolve a problem or provide advice
 2. Automated information systems, such as searchable frequently-asked questions (FAQ) databases or newsletters
 3. Initial training and familiarization tours for equipment and software, whether automated or conducted by a human